



TantaComm Phone Recording Software Products

TANTASWITCH

TantaComm's computer telephony integration (CTI) interface between the major PBX switches and the majority of TantaComm's CTI enabled products is called TantaSwitch. TantaSwitch is considered "middleware", that is, an intermediate process layer between the native switch CTI layer and other TantaComm call center evaluation software.

TantaComm currently supports the CTI interfaces available on the following PBX switch families:

1. Avaya Definity, CVLan, Communications Manager 2.x/3.x, Avaya CT.
2. Aspect, CMI, Customer Relationship Portal.
3. Nortel, Symposium, MLS.
4. Rockwell Spectrum, Transaction Link.
5. SER, DataHooks.
6. Siemens, CallBridge.

The main benefit of TantaSwitch is a single unified API for all TantaComm call center quality assurance products regardless of switch type. Therefore, an on-hook or off-hook event, or agent log-in events, and all the hundreds of other CTI events, all present themselves to other TantaComm applications, like DartQA or DartMON, in the same syntax whether originated from an Avaya or a Rockwell switch.

Other benefits of the TantaSwitch computer telephony integration-CTI interface include the following:

1. A robust, fault tolerant architecture which provides a reliable link to the switch CTI.
2. A simplified user interface for administration of configuration parameters such as extensions, ACDs or VDNs to be monitored, trapping of agent log-in identification, triggering on specific call events, and collection of call data, such as number dialed or DNIS.
3. Incorporation of DartSentry features for automatic notification of yellow or red faults via pager or email.
4. Extensive logging capabilities for process monitoring and trouble resolution.
5. A passive monitoring design which minimizes the load on the switch CTI.

From a cost standpoint, TantaSwitch is very cost effective and eliminates the requirement for third party CTI middleware, which often costs many times more than the TantaComm call center quality assurance solution.

Depending on the switch environment and application, TantaSwitch will run on either Windows or Linux hardware, and may or may not be bundled with other applications depending on system load. All current switch interfaces are TCP/IP, and usually require only an IP address and port number for connectivity. Switch setup is relatively minor, and usually requires a trained switch administrator.

TantaComm's computer telephony integration-CTI software, TantaSwitch, provides a core technology which enhances the processes driven by agent quality management, agent screen recording, call center evaluation and call center monitoring requirements. See also DartQA, DartMON, DartLogger, and trunk side recording.

For more information, contact sales at 800-444-8522.